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Note: Information contained in the Quarterly Report is available on the Department of Highway Safety and Motor Vehicles world wide Web site at <http://www.hsmv.state.fl.us/html/safety>.

One Day in the Life of the FLORIDA DEPARTMENT

Fred O. Dickinson, Executive Director



OF HIGHWAY SAFETY AND MOTOR VEHICLES

One Day in the Life of the Department of Highway Safety and Motor Vehicles

4,809	Authorized Positions
4,525	Current Employees
1,798	Authorized Sworn Law Enforcement Officer Positions
1,681	Current Sworn Law Enforcement Officers
156	Driver Licenses Offices Locations Statewide (Total includes tax collector offices that issue driver licenses.)
9	Crash Fatalities
3	Alcohol Related Crash Fatalities
\$ 5,511,464	State Revenue Collected
103,805	Miles Patrolled on Highways
58,094	Vehicle Registrations Issued
17,444	Vehicle License Plates Issued
15,758	Vehicle/Vessel Titles Issued/Transferred
22,175	Driver License Customers
8,249	Court Dispositions Processed
4,573	Driver Contacts (includes written warnings, traffic citations issued, faulty equipment warnings, and assistance rendered to disabled motorists - this includes contacts by both the FHP and Community Service Officers)
229	Hearings Conducted (includes formal and informal administrative suspensions and hardship cases)

During the second quarter of fiscal year 2002-2003, the Department of Highway Safety and Motor Vehicles continued its efforts to provide the citizens of Florida the most efficient, effective, and safe driving environment through public education and awareness; its regulatory title, registration, and licensing programs; and the Florida Highway Patrol's (FHP) law enforcement efforts.

- ◆ Served 1,374,826 customers in Driver License field offices.*
* This includes customers served in tax collectors' offices.
- ◆ 759 highway deaths were recorded; 233 were alcohol related.*
* Latest available Statewide Traffic Accident Management Information System (STAMIS) data (FY 01/02, second quarter).
- ◆ 3,452,269 potential donors registered through the organ donation sign-up program.*
* This is a new method of reporting and includes total donors on file vs. new quarterly donors. New quarterly donor figures will be available beginning next quarter.
- ◆ Twenty-six county tax collectors issued driver licenses in addition to providing motor vehicle title and license plate services for one-stop customer service.
- ◆ Inspected 814 motor vehicle dealers' records for compliance with established standards, and issued 2,436 dealer and manufacturer licenses.
- ◆ Issued 427,400 actions to suspend, revoke, or cancel driving privileges.
- ◆ Issued 16,854 roadside suspensions to drivers with an unlawful blood alcohol content or for failure to submit to sobriety test. This includes 420 suspensions to drivers under 21 for violations of the Zero Tolerance Law.
- ◆ Issued 977,020 new and used vehicle/vessel titles and title transfers.
- ◆ Issued 64,334 motor vehicle registration renewals via the Internet.
- ◆ Issued 22,763 motor vehicle registration renewals via the telephone.
- ◆ Issued 62,691 driver license renewals and address changes via the Internet, of which 33,110 were renewals and 29,581 were address changes.
- ◆ Issued 20,164 driver license renewals and address changes via the telephone, of which 14,528 were renewals and 5,636 were address changes.
- ◆ The FHP cited 3,058 individuals for DUI violations.
- ◆ The FHP arrested 1,794 individuals for felony violations.
- ◆ The FHP cited or warned 341,383 citizens for traffic or equipment violations.
- ◆ The FHP rendered assistance to 79,291 disabled motorists.
- ◆ **Collected \$ 341,710,747 in revenue.**



MISSION: Making highways safe.

Highway Safety

To increase highway safety in Florida through law enforcement,
preventive patrols and public education.

HIGHWAY SAFETY - Objectives



1. Increase highway safety on patrolled highways.
2. Increase motorist compliance with traffic laws on patrolled highways.
3. Reduce criminal activity on patrolled highways.
4. Increase highway safety education for the motoring public.

1. Increase highway safety on patrolled highways.

During the first quarter of fiscal year 2002-2003, the Florida Highway Patrol (FHP) served the public with a total of 784,703 duty hours. These were apportioned as follows:

- ◆ 48% (373,488 hours) for direct services to the public including crash investigations, Driving Under the Influence (DUI) investigations, and assistance rendered to motorists;
- ◆ 35% (274,939 hours) for proactive, self-initiated enforcement of traffic and criminal laws; and
- ◆ 17% (136,276 hours) for other activities including training, monthly inspections, recruitment, and applicant investigations.



Additionally, during this quarter:

- ◆ The FHP responded to 79,998 calls for service with an average response time per call of 28.89 minutes,
- ◆ Investigated 40,707 traffic crashes, and
- ◆ Completed 429 investigations of fatal traffic crashes.

COMMUNITY SERVICE OFFICER PROGRAM

The FHP is continuing a project in Hillsborough and Pinellas counties in which civilian employees are used to provide motorist assistance and to conduct investigations of minor traffic crashes. Twenty-eight Community Service Officers have been authorized by the Legislature for this function. During the first quarter of fiscal year 2002-2003, these officers investigated 1,668 traffic crashes, issued 1,412 traffic citations, and provided assistance to 3,111 motorists.

Due to the nature of data availability, FHP data is reported for the first quarter (July – September) of fiscal year 2002-2003, unless otherwise indicated.

TROOPER OF THE MONTH PROGRAM

Each month, The FHP recognizes a member whose exceptional efforts increase the safety of Florida motorists through intervention in tragedies and catastrophes affecting residents and visitors on Florida's roads.

Trooper Ronald L Roberts, Award recipient, July 2002

While on routine patrol, Trooper Roberts was flagged down by an individual at the side of the road and told that a crash had just occurred. Discovering a vehicle overturned in a canal, he was able to assist the elderly driver from the car and then kept the passenger's head above water until rescue personnel arrived.

Trooper Archie McNair, Award recipient, August 2002

Trooper McNair was selected as Trooper of the Month for his actions in rescuing a FHP Auxiliary officer from an overturned vehicle in a canal. He had to break a window and, with the assistance of two motorists, pulled the semi-conscious officer to safety.

Trooper Richard Elliott, Award recipient, September 2002

Trooper Elliott discovered a mobile methamphetamine lab during a traffic stop. After discovering drugs in the car, he had to pursue the fleeing suspect who drove away and then fled into the woods. The driver and his wife were both charged with several felonies, including drug possession and trafficking, fleeing an officer, and child abuse/neglect.

2. Increase motorist compliance with traffic laws on patrolled highways

The FHP's visibility on the roadways contributes significantly to motorists' compliance with traffic laws. During the first quarter of fiscal year 2002-2003, the FHP logged 9,550,119 patrol miles on Florida's roadways, resulting in:

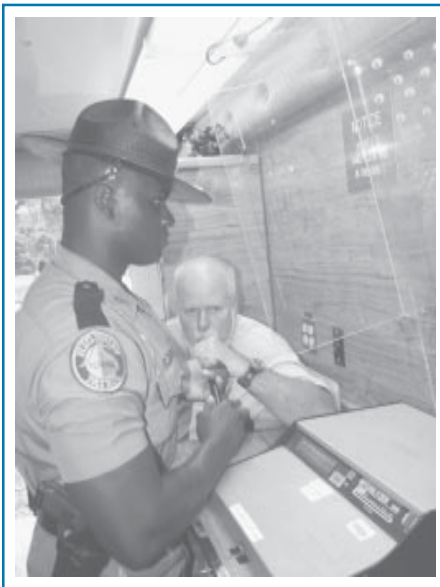
- ◆ 68,538 written warnings, up 26% from the same quarter in fiscal year 2001-2002,
- ◆ 32,538 faulty equipment notices, up 18%,
- ◆ 27,076 seatbelt arrests,
- ◆ 3,058 DUI arrests during patrol and at DUI checkpoints,
- ◆ 107,232 citations for unlawful speed, up 27%,
- ◆ 1,231 drug-related arrests, and
- ◆ 119,367 arrests for other violations.

Of the above arrests/violations, 1,794 resulted in felony arrests, up 28% from the prior year. Additionally 1,650 citations were written for violations involving aggressive driving.



In July 2002, the FHP began an experimental project in Pasco County. To test the validity of its adopted staffing methodology, as recommended by the Northwestern University Technical Institute, the number of troopers in the county was increased from 22 to 37. During the first six months of the project, the number of traffic fatalities in the county decreased from 50 in 2001 to 41 in the comparable period of 2002. Enforcement actions increased from 12,371 to 15,090, and DUI arrests increased from 235 to 570. The average response time to calls for service in Pasco county decreased from 33.5 minutes to 29.6 minutes. The extra troopers allowed the FHP to reduce the size of patrol zones, participate in selective enforcement details, and develop a full-time DUI squad.

Over the summer, the FHP conducted "Operation Hardhat" in an attempt to reduce speeding in highway construction work zones. Troopers dressed as construction workers used radar to spot speeding vehicles and radioed colleagues with descriptions of the vehicles. The goal of the project was to reduce injuries to construction workers.



During December, the FHP responded to a concern about fatalities along I-75 in Alachua County. Four people had been killed on that stretch of road in November. Between December 3, 2002, and January 5, 2003, all of the troopers assigned to Alachua County, along with some provided from the Cross City sub-district, were assigned to I-75. During the period, 1,102 citations were written, along with 353 warnings and 247 faulty-equipment notices. Speeding accounted for 485 of the citations. There were no fatalities on I-75 in Alachua County during the project.

Compliance with the law depends on the public's belief that laws are enforced in a fair, unbiased manner. On January 1, 2000, FHP troopers began to report data on each trooper-initiated traffic stop. The data include demographic information on the driver, the reason for the stop, enforcement actions taken, and if

a search is conducted, the reason for and outcome of the search. To date, reports have been processed for 1,714,949 traffic stops. The following table shows the relatively close match between the driver demographics and the overall resident demographics, as reflected in the 2000 U.S. Census:

Race	Drivers Stopped	Census
White	82.90%	77.99%
Black	15.72%	14.61%
Asian	1.12%	1.72%
Native-American	.23%	.34%
Unknown	.03%	5.34%

The unknown 5.34% of people in the Census chose a race other than those listed or chose multiple races. If this percentage were distributed proportionately among the races, the match would be very close. Additionally, Hispanics comprised 17.05% of the drivers stopped, compared to the Census figure of 16.79% of the population. Hispanic is defined by the Census Bureau as ethnicity according to country of origin or ancestry, and Hispanics may be of any race.

DUI CIVIL FORFEITURE

Section 322.34, Florida Statutes, gives law enforcement agencies the authority to seize vehicles, denying future transportation to habitual DUI offenders. The statute provides for the seizure and forfeiture of a vehicle if, at the time of the DUI offense, the person's driver license was suspended, revoked, or canceled as a result of a prior conviction for driving under the influence.

Since the statute became effective in January 2000, the FHP has seized 593 vehicles under this provision as of December 31, 2002. The FHP, through a partnership with the Office of the Attorney General, has or is pursuing forfeiture or settlement actions with the vehicle owners and lien holders. The vehicles seized have an estimated value of \$2,937,864. A total of 227 vehicles have been successfully awarded to the department, with an estimated value of \$650,873.

3. Reduce criminal activity on patrolled highways.

HIGHWAY VIOLENCE

The FHP continues to place emphasis on decreasing the number of incidents of violence on Florida's roadways. Increased media exposure to this problem has assisted in making motorists aware of the issue of personal safety on the highways. There were 94 incidents of highway violence reported to the FHP during the first quarter of fiscal year 2002-2003, down 24% from a year earlier. Of those incidents, 18 involved rock throwing and there were 14 robberies. Fire-arms were used in two of the incidents and there were a total of four injuries and no fatalities. There were three arrests in connection with highway violence.

Road rage often escalates to criminal acts. For example, recently the communications center in Tampa received a call from a man advising that another individual had threatened him. Shortly after, the suspect vehicle was stopped and searched, resulting in the discovery of a gun and pepper spray. Further investigation discovered that the two men had been involved in a verbal confrontation and the suspect had threatened the other man with the gun. As another example, troopers in Tampa were called via *FHP by a driver who was being shot at from another car. Following the first driver's directions, troopers stopped the vehicle and found both ammunition and marijuana. The passenger had thrown the gun out the window. The driver was charged with shooting into an occupied vehicle and attempted murder, while the passenger was charged with aiding and abetting in a crime and tampering with evidence.

INTERDICTION OF ILLEGAL DRUG SHIPMENTS

The FHP is active in reducing the use of Florida's highways to transport illegal drugs. During the first quarter of the fiscal year, troopers made 1,231 drug-related arrests, up 24% from the same quarter last fiscal year. Illegal drugs with an estimated value of \$383,449 were seized along with \$75,713 in cash. Drugs seized during the first quarter included 69 pounds of marijuana and approximately ten pounds of cocaine.

THEFT AND FRAUD INVESTIGATIONS

During the first quarter of fiscal year 2002-2003, through the combined efforts of all bureaus of the FHP, 247 stolen vehicles were recovered, a 21% increase in recoveries over the same quarter last fiscal year. During the second quarter of fiscal year 2002-2003, the Bureau of Investigations alone resolved 29 cases of auto theft, 125 cases of driver license fraud/identity theft, 10 cases of odometer fraud, 111 cases of title fraud and 11 other criminal cases. Investigators devoted 15,392 hours to criminal investigations during the quarter.

IDENTITY THEFT/DRIVER LICENSE FRAUD

Identity theft and driver license fraud have been an area of increased concern. The FHP Bureau of Investigations has increased the amount of staff time devoted to the issue. The Miami office of the Bureau initiated a joint investigation, Operation L.E.G.I.T. (Law Enforcement Getting Identity Thieves), with the Florida Department of Law Enforcement. Based on an investigation of driver license office burglaries, an organized group was identified. Indictments were obtained for eight individuals for crimes relating to racketeering, conspiracy to commit racketeering, use of personal information to obtain identification and grand theft. A total of 35 counts were obtained, with bonds exceeding 1.25 million dollars.

The Florida Department of Children and Family Services placed Rylia Wilson in the care of Geralyn Graham and Pamela Graham. Rylia Wilson disappeared while in the care of the Grahams. Working with the Florida Department of Law Enforcement and the Metro-Dade Police Department, the Miami office of the FHP Bureau of Investigations established that Geralyn Graham originated identities in approximately 44 names. Additionally, Graham purchased and titled two vehicles by fraudulent means. Based on the investigation, Graham was charged by the Dade County State Attorney with identity theft, title fraud, and economic fraud.

COMMERCIAL VEHICLE AND CARGO THEFT

During the second quarter of fiscal year 2002-2003, the Bureau of Investigations participated in five commercial vehicle and cargo theft task force operations. These operations were scheduled in areas experiencing a high number of commercial vehicle and cargo thefts:

1) Operation Weasel Trap was an operation designed to monitor all southbound commercial vehicle traffic as it crossed the State Road 70 and State Road 72 corridor, at all of the major arterial highway intersections on three consecutive midnight shifts during a weekend in October. The operation involved the participation of 107 law enforcement officers from 23 federal, state, and local law enforcement agencies. The FHP Voluntary Participation Mutual Aid Agreement was utilized in order to empower law enforcement participation from outside their normal jurisdictions. While no stolen commercial vehicles or commodities were identified, the operation resulted in 663 total contacts, including two DUI arrests and four drug arrests that netted \$53,717.

2) The Highlands County Sheriff's Office discovered there was a group of suspects targeting the U.S. 27 Corridor between Lake Wales in Polk County and Lake Placid in Highlands County. In response to their request for assistance, the FHP placed their task force decoy semi-trailer at a

high theft activity location in Highlands County during a weekend in October. The decoy trailer was loaded with a fake load of boxed beef and equipped with a GPS Tracking Device that is designed to alert investigators if the trailer were to leave a designated electronic grid established around the trailer. The trailer was not disturbed but an unattended trailer was stolen from a location approximately four miles north of the decoy. The next month, the FHP again placed their task force decoy semi-trailer in Highlands County. The trailer was stolen less than two hours after it was put in place and two individuals were arrested. A follow-up by the Miami FHP resulted in two driver license fraud investigations netting two license fraud counts.

3) After several theft reports, the Polk County Sheriff's Office requested the FHP to place their decoy semi-trailer along the U.S. 27 corridor at I-4 in December. A Polk County Sheriff's detective checked the decoy and found the rear inspection door standing open. Later that same evening, the Marion County Sheriff's Office, also involved in decoy operations, lost a decoy trailer to thieves. The decoy was stopped and recovered on I-75 at Wildwood Weigh Station and two individuals were arrested. During an interview with arresting officers, the suspects stated that they had opened a trailer that morning someplace south of Marion County, most likely the FHP decoy.

4) In October, the FHP was contacted by the Pasco County Sheriff's Office and requested to assist in an armed hijacking incident that occurred. The hijacking incident involved a load of stolen cigarettes valued at approximately \$1 million. A passenger in the hijacked truck was wounded by gunfire as he attempted to exit the stolen truck. With FHP assistance, the Pasco County Sheriff's Office arrested two individuals on charges ranging from grand theft to attempted murder.

Task force operations during the quarter resulted in 15 arrests, with 23 criminal charges and the recovery of 33 vehicles worth an estimated \$729,190. Other property seized is valued at \$1,256,156.

4. Increase highway safety education for the motoring public.

The FHP actively seeks to provide the citizens of Florida and visitors with a safe driving environment through highway safety education. Educational tools utilized include school presentations, civic meetings, and media exposure. Officers attempt to help the public avoid traffic crashes, injuries, and fatalities by demonstrating the hazards that highways present and emphasizing proper operating procedures for drivers, passengers, pedestrians, and cyclists.

During the first quarter of fiscal year 2002-2003, FHP staff conducted 622 highway safety presentations, with 51,164 people attending. Additionally, members of the Public Information Section:

- ◆ Made 328 radio and television talks,
- ◆ Arranged for 2,252 radio and television public service announcements, and
- ◆ Made 9,016 other media contacts.

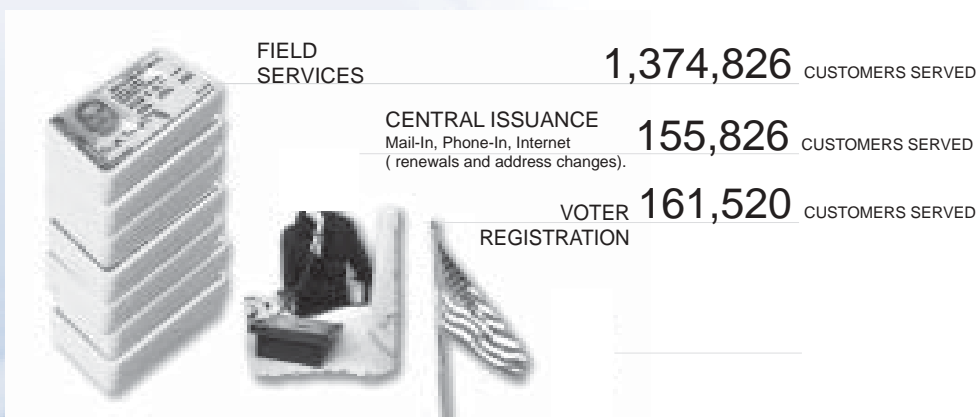
FHP Occupant Protection Specialists provide education on child safety seats and safety belts to other law enforcement agencies and the public. During fiscal year 2001-2002, these specialists conducted 2,592 training sessions, demonstrations, and checkpoints. Total attendance at the events was 47,969. FHP members distributed 8,764 child safety seats provided through highway safety grants, 15,000 booster seats provided by Boost America, and 5,466 child safety seats provided in part by the voluntary contributions made by the public when renewing vehicle registrations.



Motorist Services

To increase public safety through efficient licensing systems that license qualified motor vehicle operators, register and title motor vehicles and vessels, and regulate dealers and mobile home manufacturers.

Driver License/ID Card Applicants/Services



MOTORIST SERVICES - Objectives



1. Increase consumer protection of vehicle owners and operators and mobile home owners.
2. Reduce the number of high-risk drivers.
3. Improve customer service.




1. Increase consumer protection of vehicle owners and operators and mobile home owners.

Driver license **field offices** served 1,374,826 customers this quarter issuing 812,206 driver licenses and 179,001 identification cards. The remaining 383,619 customers received services ranging from driving privilege reinstatements, record reviews, referral for clearance documents and examinations, to surrendering vehicle registrations. There were 161,520 citizens who received voter registration services. The organ donation sign-up program continues with 3,452,269 potential donors among Florida's licensed drivers.



Driver licenses were also **centrally issued** to 155,826 additional customers who used internet/phone-in/mail-in renewal and address change services. The following table provides a breakout of the transactions for each of these methods:

Driver License Transactions Through Central Issuance Services (Renewals and Address Changes)

Time Period	Internet		Phone-in		Mail-in		Total
	#	 %	#	 %	#	 %	#
10/2002	20,233	39	6,346	12	25,507	49	52,086
11/2002	19,957	41	6,358	13	22,027	46	48,342
12/2002	22,501	41	7,460	13	25,437	46	55,398
QuarterTotal	62,691	40	20,164	13	72,971	47	155,826

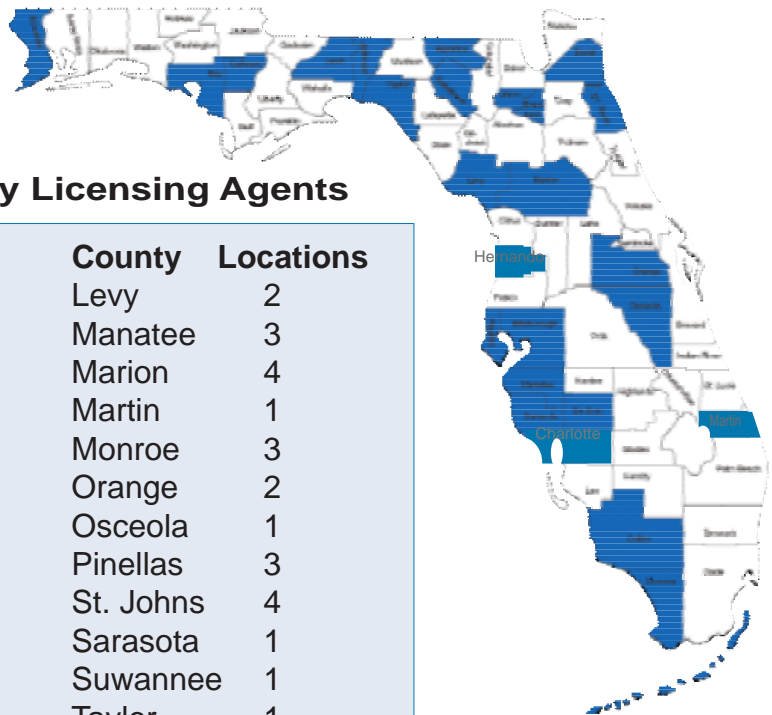
The total count of licenses and identification cards issued this quarter from both field offices and central issuance was 1,147,033.

The department continues to emphasize fraud identification and detection during the issuance of driver licenses and identification cards with the following results:



- ◆ 438 drivers attempted to avoid a driving suspension or revocation from other licensing jurisdictions by concealing or misrepresenting information. These individuals were denied the issuance of a Florida driver license at the time they were detected.
- ◆ The department's Central Fraud Section at headquarters received 821 new cases this quarter and completed 876 cases.
- ◆ 4,051 non-citizens were denied a license or identification card due to invalid or fraudulent immigration documents.

The department maintains its emphasis on establishing agents as authorized in section 322.135, F.S. This section authorizes the department to designate tax collectors as agents for the issuance of driver licenses and identification cards. Twenty-six county tax collectors have been designated as licensing agents and are available at 49 locations. These include tax collectors from Bay, Bradford, Calhoun, Charlotte, Collier, DeSoto, Duval, Escambia, Hamilton, Hernando, Hillsborough, Jefferson, Leon, Levy, Manatee, Marion, Martin, Monroe, Orange, Osceola, Pinellas, St. Johns, Sarasota, Suwannee, Taylor, and Union Counties. New residents are truly experiencing one stop shopping at these tax collectors' offices. In addition to the existing tag and registration services, customers can receive driver license and voter registration services at one location.



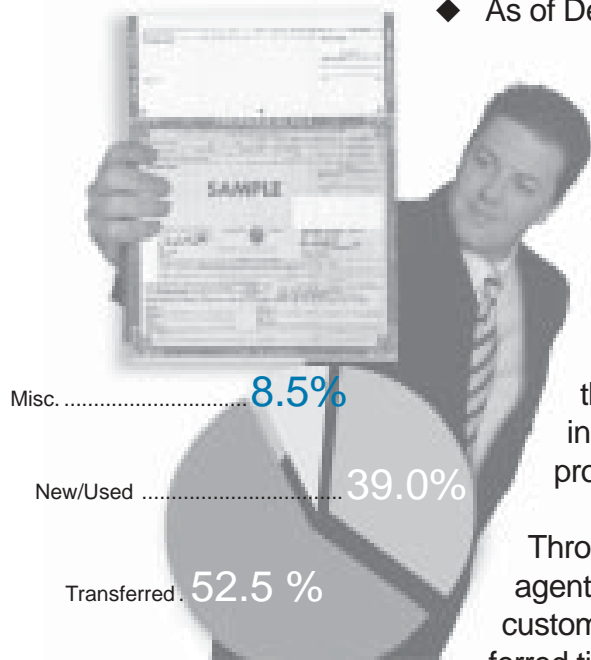
Designated County Licensing Agents

County	Locations	County	Locations
Bay	1	Levy	2
Bradford	1	Manatee	3
Calhoun	1	Marion	4
Charlotte	1	Martin	1
Collier	5	Monroe	3
DeSoto	1	Orange	2
Duval	2	Osceola	1
Escambia	2	Pinellas	3
Hamilton	1	St. Johns	4
Hernando	1	Sarasota	1
Hillsborough	3	Suwannee	1
Jefferson	1	Taylor	1
Leon	2	Union	1

Total 49

In its effort to ensure compliance with the state's insurance coverage requirements, the department processed 203,674 cases to verify Florida's No-Fault or Liability Insurance. Staff evaluation used to identify these cases included the review of insurance policy cancellations from insurance companies, crash involvement, convictions of serious violations, status of suspension under the point suspension program, and renewal of a vehicle registration with an insurance affidavit. Additionally:

- ◆ As of December 31, 2002, the state of Florida had 10,671,920 non-commercial vehicles requiring insurance, 8,853,739 (82.96%) of which were insured. Brevard County listed a state high of 85.66% insured vehicles, while Franklin County recorded a low of 75.19%.



- ◆ There were 89,663 persons who had their driver licenses suspended for not complying with the state's financial responsibility laws. Improved reporting by the insurance industry resulted in more accurate and timely identification of those uninsured motorists. Workshops and meetings with the insurance industry are continuing to enhance the reporting process and identify non-compliant drivers.

Through the statewide system of tax collectors and license plate agents, the Division of Motor Vehicles provided service to 414,494 customers requesting new or used vehicle or vessel titles, transferred titles in response to 562,526 requests, and provided miscellaneous title services to 93,445 customers. The Division no longer offers expedited (fast title) services as the county tax collectors have assumed this responsibility. During this quarter, tax collectors issued 132,063 fast titles to customers who used this service.

Additionally, the Division of Motor Vehicles:



- ◆ Inspected 814 dealers' records for compliance with established standards. Dealer and manufacturer licenses were issued to 2,436 newly qualified companies while 1,453 dealer complaints were registered with the department.



- ◆ Inspected 3,523 mobile homes, received and processed 96 complaints, and issued 4,188 manufactured home labels.
- ◆ Issued 5,270 apportioned license plates to commercial motor carriers.
- ◆ Registered 1,316 new motor carrier accounts and issued 16,166 International Fuel Tax Agreement Decals. Additionally, 1,150 Fuel Use Tax Emergency Trip Permits were issued to wire services for out-of-state motor carriers traveling into Florida.

2. Reduce the number of high- risk drivers.

As the department focuses on its role of enhancing public safety on Florida highways, it continues to address the issue of high-risk drivers and methods to impact their behavior. The following actions have resulted from the use of driver improvement strategies:

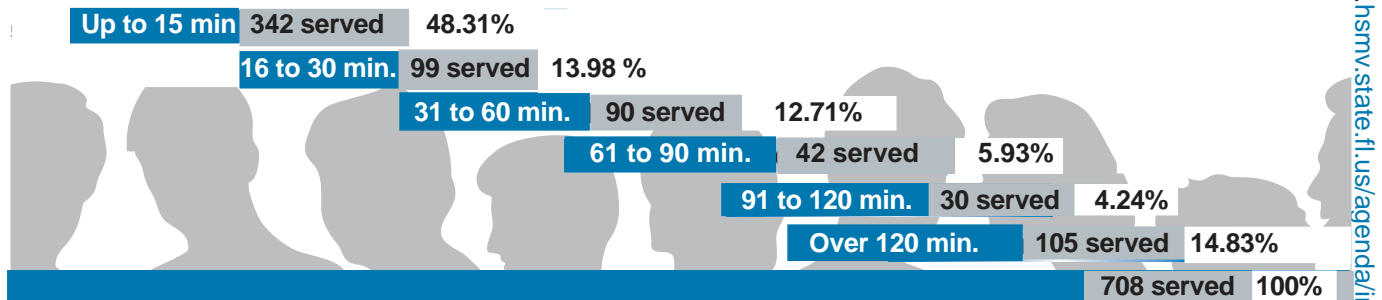
- ◆ 427,400 drivers had their driving privileges suspended, revoked, or canceled.
- ◆ 8,965 hardship hearings were conducted to review requests from drivers having their license under suspension or revocation. These drivers had requested authority to drive only for employment, business, or educational purposes during their suspension or revocation periods. A total of 6,818 customers received approval to obtain a license for employment, business, or educational purposes as a result of the hearings. The approval for a hardship license includes a review of the willingness of the driver to improve or change driving behaviors.
- ◆ 16,434 suspensions were issued for refusal to submit to a breath, blood, or urine test or for driving with an unlawful alcohol level. Ninety-two percent of these actions were valid allowing the department to sustain 15,125 suspensions. These suspensions exclude those drivers under the age of 21 receiving an administrative suspension under the “Zero Tolerance” law.
- ◆ 420 drivers under the age of 21 received an administrative suspension under the “Zero Tolerance” law. Ninety-five percent of these actions were valid allowing the department to sustain 400 suspensions. Florida’s drivers continue to improve their knowledge and safe driving awareness by attending driver improvement courses. While attendance is required following various driver license sanctions, many drivers voluntarily attend some of these courses. During this quarter, 195,087 drivers completed a driver improvement course, 9,446 drivers enrolled in DUI schools, 3,718 students completed motorcycle safety courses. 1,128 received driver license cancellations for failure to attend a traffic crash avoidance course.

3. Improve customer service.

Through the department’s “**Commitment to Excellence Customer Comment Cards,**” driver license customers offered their comments regarding the level of customer service received and wait times. The service ranking requested was 1 to 10 (1 being the worst service and 10 being excellent service). The following charts represents customers’ feedback this quarter:

SERVICE RANKING	WORST							EXCELLENT				TOTAL
	1	2	3	4	5	6	7	8	9	10		
NUMBER OF CUSTOMERS	121	25	31	13	34	10	14	36	46	399	729	
PERCENT	16.60	3.43	4.25	1.78	4.67	1.37	1.92	4.94	6.31	54.73	100	

TOTAL WAITING TIMES



Using the department's convenient telephone service, customers can save time and a trip to a driver license office. The 1-866-GoRenew telephone service offers driver license renewals, address changes, and vehicle registrations. During this quarter, 20,164 customers received this service via telephone. Additionally, using the on-line Internet service "Express Lane," 62,691 customers received driver license renewals, address changes, and vehicle registrations. Driver license renewals and address changes utilizing these two methods cost \$3.50 in addition to the statutory fees.

Automated driver license testing equipment is available in all state driver license facilities. This equipment eliminates the paper and pencil testing system and uses a touch screen electronic system, increasing accuracy, providing immediate scoring, and reducing waiting and processing time for customers. Nine licensing agents also utilize this automated system through an internet connection.

The Division of Driver Licenses continues to increase the reliability and accountability of voter registration applications through the "Motor-Voter" Program. All driver license personnel have been trained in this program, which is provided in conjunction with local Supervisors of Elections. Emphasis is placed on collecting complete information on applications, obtaining signatures, and offering the electronic voter registration process to all driver license customers. The department now provides the customer with a receipt indicating the "motor-voter" choice. The receipt has been enhanced to provide evidence of voter registration application completion, declination, or ineligibility status. Customers are advised to contact the Supervisor of Elections Office if their voter registration card is not received in 30 days. Software was enhanced to provide communication and accountability between the driver license offices and the Supervisor of Elections office, providing reports indicating motor-voter preference, including customers' decision not to register. The entire process is reviewed periodically by department quality review teams to increase accountability.

Driver license offices in Orange, Hillsborough, Pinellas, Miami-Dade, Duval, and Broward counties continue to heighten customer satisfaction by furnishing full service on Saturdays.

Florida drivers who have had their licenses suspended for failure to pay a traffic fine will find the process of having their license reinstated much easier. An updated automated driver license reinstatement system has been made available to the public with a more modern, reliable, and user friendly system. Citizens can reinstate suspensions for failure to pay traffic fines via an Interactive Voice Response application and the use of Visa or MasterCard. Once an individual has paid a traffic fine and the payment is recorded on the department database, it eliminates the previous

waiting period required under the old manual reinstatement process. During this quarter, 908 customers used this new technology. This procedure particularly benefits those citizens who are out of state or the county where the traffic citation was issued when they learn their driver license is under suspension.

Motor Vehicle regional offices are now offering new services. In addition to tax collectors offices, customers who are filing for rebuilt VIN plates for salvaged vehicles may now receive full title and registration services at two Division of Motor Vehicle (DMV) regional offices in Pensacola and Winter Park. The remaining eight regional offices will be offering these services in the future. This is especially important to those seeking titles for vehicles that have been rebuilt or assembled from parts, requiring a physical vehicle inspection. Not only is there a DMV inspection of the vehicle, these types of vehicles also have special documentation requirements that must be verified by DMV inspectors.

DEPARTMENT INITIATIVES





Florida Real-Time Vehicle Information System (FRVIS 2000)

The Florida Real-Time Vehicle Information System 2000 (FRVIS 2000) software developed by the department for the Tax Collectors' Online Vehicle Registration and Titling System has enhanced the accuracy and integrity of the title and registration revenue collection and reporting process. The department is continuing to enhance software applications based on user comments, and the decal "print on demand" equipment in all tax collector and department offices has made inventory issues much more manageable for both the department and tax collectors. Additionally, the system serves as a tool that provides more efficient service to the department's customers.

The FRVIS 2000 system is continuing to increase title and registration revenue collections. These increases are being derived from FRVIS 2000 system benefits to the department and tax collectors, which includes the ability to better administer title and registration laws. For the three fiscal years ending with fiscal year 2001-2002, the department's cumulative increase in registration revenue collections was \$288.6 million over the pre-FRVIS 2000 base year of fiscal year 1998-1999; for title revenue, cumulative collections were up by \$35.4 million for the three year period; and for vessel titles and registrations the increase was \$3.9 million.

Electronic Motor Vehicle Renewals

Electronic motor vehicle renewals on a statewide basis is a major step forward for the citizens of Florida. It allows customers to renew their motor vehicle, mobile home and vessel registrations, or disabled parking permit, in the comfort of their home, office, or anywhere they can access the internet or use a telephone. Of the two methods, internet renewals show the highest volume. However, since not everyone has a computer, customers may use the convenience of telephone renewals. Volume for electronic renewals is as follows:

Time Period	Internet		Phone-In		Total
	# 	%	# 	%	 
10/2002	21,347	74	7,469	26	28,816
11/2002	20,793	73	7,764	27	28,557
12/2002	22,194	75	7,530	25	29,724
Quarter Total	64,334	74	22,763	26	87,097

Electronic Lien and Title System

The Electronic Lien and Title System (ELT) enables the department and lien-holders to exchange information electronically. In mid-March 2001, the department completed a successful pilot project with a bank and its third-party vendor. Since then, one additional third-party vendor has passed structure testing. As of December 31, 2002, 97 financial institutions were participating in this process. This is an increase of nine financial institutions from last quarter. From July 1, 2001 through December 31, 2002, the Department processed 499,751 ELT transactions. ELT transactions are anticipated to continue to increase as current institutions fully participate and new institutions sign on.

With the implementation of ELT, many benefits and efficiencies have been realized. The program has created a partnership involving both the public and private sectors, which has reduced costs for both entities. The efficiencies and benefits enjoyed by both public and private sectors include: a reduction in the number of titles issued, a reduction in the number of titles canceled due to errors, a reduction of fraud potential, and reduced data processing costs, postage costs, staffing, and file space. Other benefits provided by the ELT system to consumers and businesses are the automation of the processing of title and lien transactions, the tracking of loans, and loan evidence for auditing purposes.

Kiosk Renewal of License Plates

Kiosk renewal of license plates consists of a stand-alone installation that contains a PC and printer, which a customer can use to renew his registration without standing in line to be served by a tax collector employee. The customer enters the necessary information from their postcard renewal and pays with a credit card. A registration and decal is then printed and the transaction is completed. Of the 26 counties requesting a kiosk, 12 have been installed and 14 await installation.

A version of the kiosk is under development and being tested for installation in locations other than a tax collector office, e.g., a shopping mall. A mall kiosk would involve using an Internet connection through which the customer enters his renewal information, pays by credit card, and obtains a receipt showing renewal confirmation. The registration and decal would be provided by mail. The results of this test will determine its feasibility and how it can be implemented by the department and tax collectors.

Creative Services

The Creative Services and Training and Development Sections within the Division of Administrative Services supports the department's mission of "Making Highways Safe", by providing video, graphics, and training and development support to the FHP, Division of Driver Licenses, and Division of Motor Vehicles. The FHP recruitment posters, public service announcements for the new "Move Over" law, and graphic support to combat an international driver license internet scam were developed.

The department has fully implemented a web-based on-line inquiry program called DAVID (Driver And Vehicle Information Database). Users from law enforcement, the judicial system and various state agencies with statutory authority use DAVID to view driver images and signatures, applications, driving history and vehicle history for motorists, plus identification documents used by non-citizens. DAVID is the first of its kind, providing all information about a motorist (driver/ vehicle owner) from one program. DAVID replaced a manual, employee task-oriented process. The department, in partnership with the Florida Department of Law Enforcement (FDLE), provides DAVID to authorized users via the criminal justice network for enforcement and investigative purposes only. During this quarter, 1,532,700 DAVID inquiries occurred.

Customer Service Inquiry System

The Division of Driver Licenses' Customer Service Inquiry System has its first anniversary following a successful year in operation. Implemented in October 2001, this system has handled more than 58,000 inquiries. Total for this quarter is 13,613 inquiries, with an average response time of 1.7 days. Instead of using traditional e-mail inquiries, an on-line web-based system was created by division employees with the following goals:

- ◆ To be in compliance with the Governor's Customer Service Standards Act (2001),
- ◆ To provide a system which assures quality customer service,
- ◆ To provide tracking, accountability, and data for analysis, and
- ◆ To maintain a professional and effective driver license program which assures that drivers are
 - 1) examined,
 - 2) receive driver education or corrective actions (sanctions), and
 - 3) are held financially accountable (maintain vehicle insurance and pay traffic fines).Communication with customers assures compliance with these three major elements of the Driver License Program.

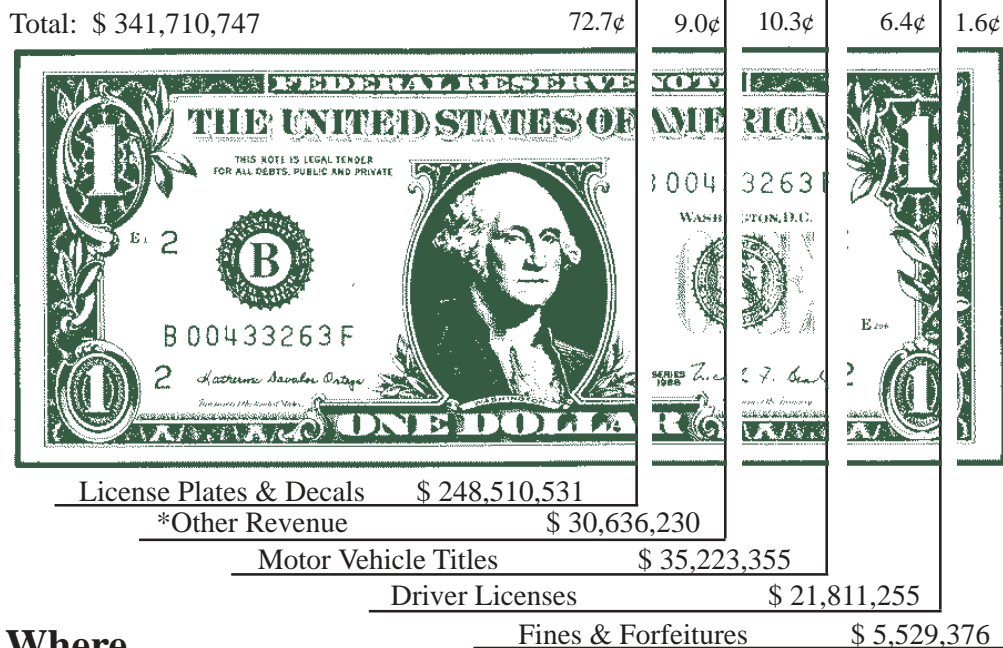
The following graphic depicts the accumulated revenue collection and disbursement efforts of the department for this quarter.

**Fiscal Year
2002-2003**

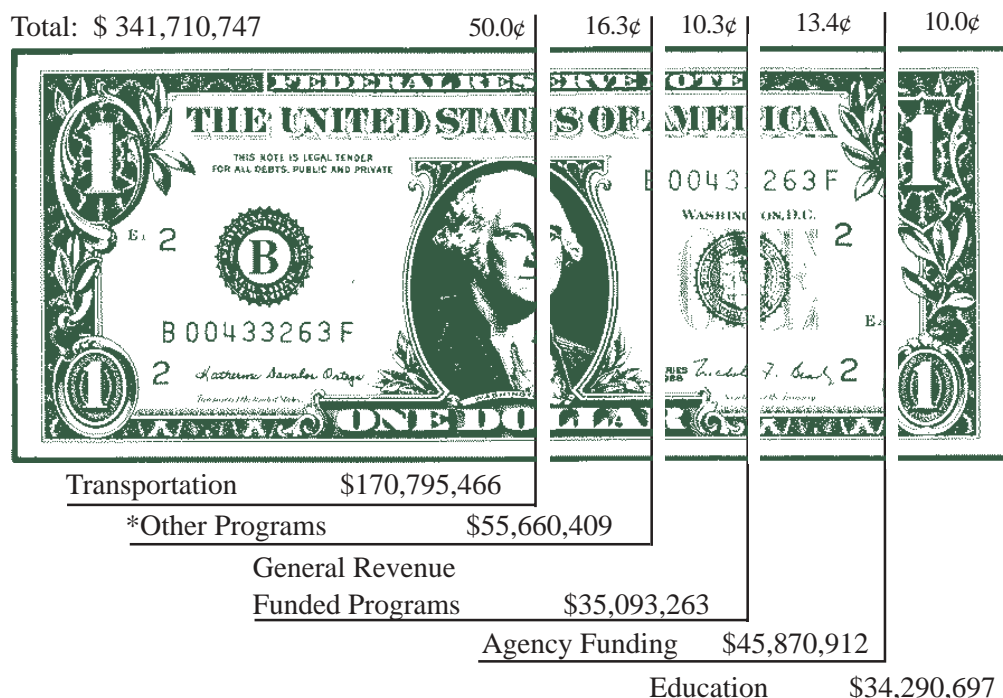
REVENUE

2nd Quarter

**Where
the money
comes from**



**Where
the money goes**



*See next page for breakdown of Other Revenue & Programs.

2ND QUARTER

BREAKDOWN OF "OTHER REVENUE" INCLUDED IN "WHERE THE MONEY COMES FROM" - \$30,636,230

1. Driving Records (Highway Safety Operating Trust Fund - DL)	6,353,588
2. Motor Fuel Use Tax	22,266,042
3. Other	2,016,600 (1)

TOTAL \$30,636,230

(1) "Other" is the sum of 35 remaining revenue line items ranging in amounts from \$10 to \$288,105.

BREAKDOWN OF "OTHER PROGRAMS" INCLUDED IN "WHERE THE MONEY GOES" - \$55,660,409

1. Mobile Home License Payments to Local Governments	10,470,251
2. Fuel Use Tax Program	17,397,893
3. Civil Penalties Paid to Other Agencies for Various Programs	-
4. Specialized License Plates	7,131,880
5. Air Pollution Control Program	4,562,874
6. Law Enforcement Radio System Program	3,664,761
7. Brain and Spinal Cord Rehabilitation	499,915
8. Vessel Titles and Registrations	2,976,078
9. Grants and Donations Programs	1,633,282
10. International Registration Plan Fees Paid to Other Jurisdictions	5,599,664
11. Other	1,723,811 (2)

TOTAL \$ 55,660,409

(2) "Other" is the sum of 7 remaining distribution line items ranging in amounts from \$13,389 to \$706,235.

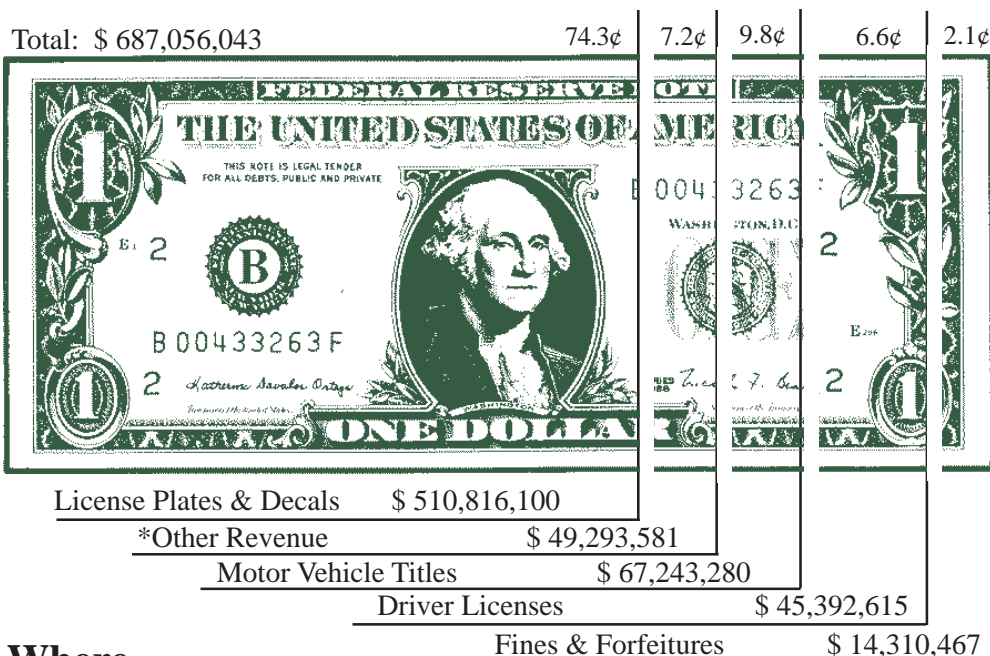
The following graphic depicts the accumulated revenue collection and disbursement efforts of the department to date.

2002-2003

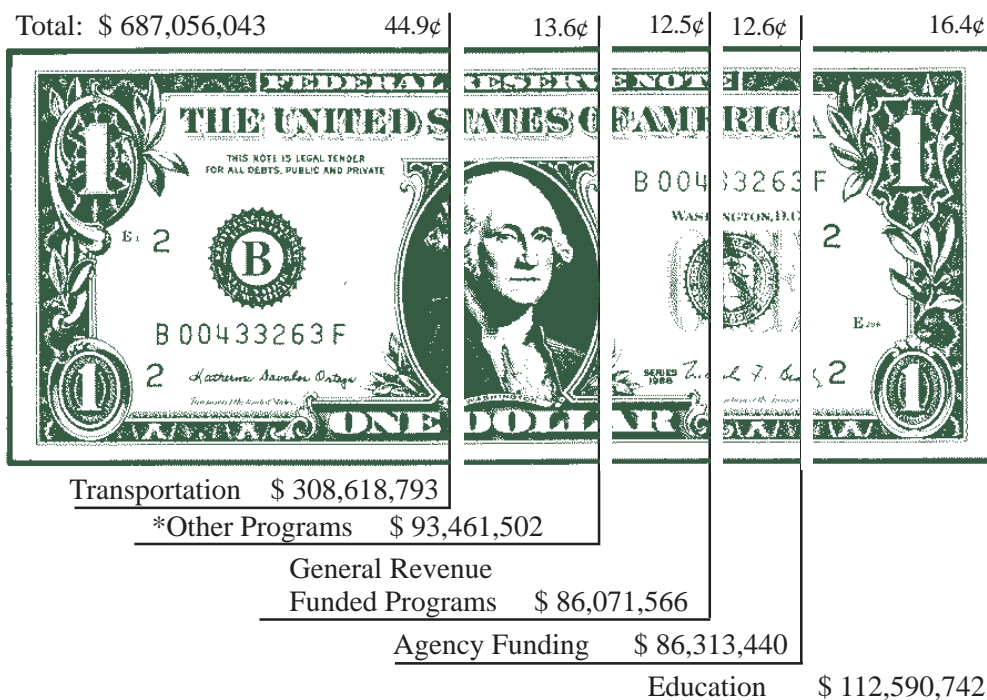
REVENUE

Year to Date

Where the money comes from



Where the money goes



*See next page for breakdown of Other Revenue & Programs.

YEAR TO DATE

BREAKDOWN OF "OTHER REVENUE" INCLUDED IN "WHERE THE MONEY COMES FROM" - \$49,293,581

1. Driving Records (Highway Safety Operating Trust Fund - DL)	12,138,583
2. Motor Fuel Use Tax	33,151,377
3. Other	4,003,621 (1)
TOTAL	\$ 49,293,581

(1) "Other" is the sum of 37 remaining revenue line items ranging in amounts from \$10 to \$288,105.

BREAKDOWN OF "OTHER PROGRAMS" INCLUDED IN "WHERE THE MONEY GOES" - \$93,461,502

1. Mobile Home License Payments to Local Governments	11,444,524
2. Fuel Use Tax Program	23,337,234
3. Civil Penalties Paid to Other Agencies for Various Programs	1,317,446
4. Specialized License Plates	11,991,335
5. Air Pollution Control Program	8,564,529
6. Law Enforcement Radio System Program	7,509,063
7. Brain and Spinal Cord Rehabilitation	970,989
8. Vessel Titles and Registrations	4,262,275
9. Grants and Donations Programs	3,153,807
10. International Registration Plan Fees Paid to Other Jurisdictions	16,175,212
11. Other	4,735,088 (2)
TOTAL	\$ 93,461,502

(2) "Other" is the sum of 9 remaining distribution line items ranging in amounts from \$2,941 to \$883,966.

DEPARTMENT ADMINISTRATIVE SUPPORT DATA

NUMBER OF POSITIONS BY BUDGET ENTITY

POSITION LOCATION	AUTHORIZED	VACANT
Office of the Executive Director and Administrative Services	328	29.0
Florida Highway Patrol	2,312	157.0
Driver Licenses	1,499	82.5
Motor Vehicles	481	23.5
Information Systems Administration	189	11.5
TOTAL	4,809	303.5

EMPLOYEE REPRESENTATION BY RACE

RACE	NUMBER	PERCENT	RLM* %
White	3,098	68	73
Black	925	20	12
Hispanic	430	10	13
Other	72	2	2
TOTAL	4,525	100	100

*RLM - Relevant Labor Market

NEWLY HIRED PERSONNEL BY RACE

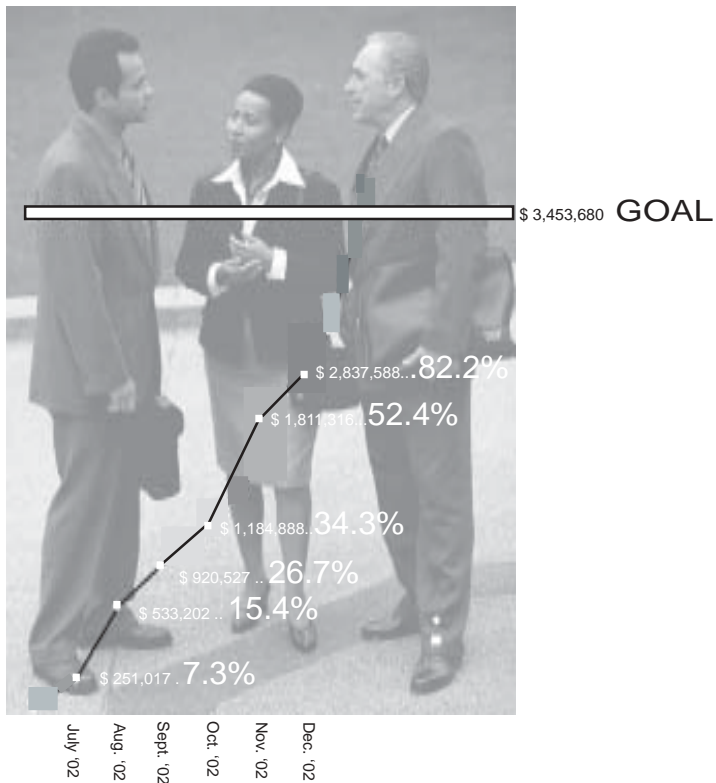
RACE	NUMBER	PERCENT	RLM* %
White	91	62	73
Black	27	19	12
Hispanic	27	19	13
Other	0	0	2
TOTAL	145	100	100

*RLM - Relevant Labor Market

VOLUNTEERS

Number of hours provided by regular service volunteer employees	589
Number of hours provided by occasional service volunteer employees	638

Minority Business Enterprise Utilization Fiscal Year 2002 - 2003



PURCHASES IN EXCESS OF \$100,000 (NOT IN CONJUNCTION WITH STATE CONTRACTS) October Through December 2002

PROJECT/PURCHASE	VENDOR	AMOUNT
Havis Shields C-3190 Slide Out Shelves, FHP, Term: One time delivery P.O. #V06914Bid# 007-03 Rebid	Law Enforcement Supply Co. Inc., Panama City, FL. **	\$ 108,965.00
New 2002 Cessna 172S Skyhawk, FHP, Term: One time delivery, P.O. #V06542 Bid# 006-03	Air -1 Aircraft LLC. Clearwater, FL **	\$ 209,900.00

** Certified Minority Business

*Information Furnished through the
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Office of Management Research and Development
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